Systematic Approach for Answering a Drug Information Request

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328 PHCL
Introduction and Greeting

• The phone should be answered with in the **first 2 rings**

• Proper **greeting**

  ✓ Always state your name so the caller knows who they are talking to.
Step 1: Secure Demographics of Requestor

- Secure requestor demographics
  - Name, profession, location or practice
  - Contact information: Bleep, Extension, Mobile

- Determine a method for delivery of the response
  - Verbal, written, email
Step 2: Obtain Background Information

- Background information aids in clarifying the question and is a critical step in the process.
- The question may not be stated concisely or the requestor may not know how to ask the question.
- To formulate an acceptable response, both the caller and researcher must have a clear understanding of the ultimate question.
Step 2: Obtain Background Information

- Obtain initial question *(repeat it)*

- **Request background information**

- Determine if the question is patient specific or academic and gather information that further defines the question
Patient related background information

- Name And File Number
- Age
- Ht/Wt
- Diagnosis
- Allergies
  - If Yes, Description And Outcome
- Organ Function
- Other Medical Problems
- Other Medications
Patient related background information

- Pregnant, which trimester?

- If it is ADR question
  - If the drug was already administered
  - How much and since when

- When the drug started and how much given (dose?)
Step 3: Determine and Categorize the Ultimate Question

- Appropriate background information allows the exact question to be determined
- The requestor's purpose for the information must be understood
- Restate the request to confirm the question with the caller
- Develop a time line for response
- Categorize the question
Step 4: Develop Strategy and Conduct Search

- Develop a search strategy
  - Use the literature hierarchy
  - Start with the established knowledge within the 3rdy literature (e.g., textbooks)
  - Progress through the 2ndy literature (e.g., PubMed, International Pharmaceutical Abstracts [IPA]) to the 1rdy literature (e.g., controlled clinical trails, letters to the editor)

- Select and prioritize resources based on the probability of locating the desired information

- Conduct a systemic search
Step 5: Perform Evaluation, Analysis, and Synthesis

- Objectively and thoroughly evaluate located information
- Confirm information with other references to assure consistency between various resources
- Performing a comprehensive search is an important part of this process to ensure recommendations are based on all of the current evidence available
- Derive an answer by professional judgment after critically analyzing the available information when resources do not provide a direct answer
Step 6: Formulate and Provide Response

- Restate the question and any pertinent background information
- Provide the information and recommendation (if applicable)
- Submit the response to the requestor in a timely fashion to assure quality service and preserve professional respect
Step 7: Conduct Follow-Up and Documentation

- Document the question and response, and conduct follow-up

- **Methods of follow-up**
  - Mail survey
  - Phone call
  - Written communication

- **Reasons for follow-up**
  - Provide the requestor with additional information that supports or changes a prior recommendation
  - Obtain feedback concerning the quality of the service
# Phone Call Requests Assessment Form

**Evaluator Name** ...........................................  
**Section:** □ Sat □ Mon  
**Time:** □ 10-12 □ 1-3  
**Date:** ...........................................

**Students names** .................................................................................................................................

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## Data Collection

| Question Number: .......................................................................................................................... |
| Start Time: ................................................................................................................................. |
| End Time: ...................................................................................................................................... |
| Question type: .............................................................................................................................. |

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<th>Did student obtain this information?</th>
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<td>Yes</td>
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### 1. Introduction/greeting

- □ Did student answered the phone within the first 2 rings?
- □ Did the student answered with the appropriate greeting phrase?

### 2. Requester data (please number questions as asked)

- □ Did the student secured caller name?
- □ Did student secured caller status?
- □ Did student secured caller contact information?
- □ Did the student repeated (echoed) the question back
- □ Did student asked if the question is patient related?
3. **Patient related/background Information (please number questions as asked)**

- Did student ask about patient name/file number
- Did student ask about patient age
- Did student ask about height/weight
- Did student ask about diagnosis
- Did student ask allergies? If yes did she clarify the description of the reaction?
- Did student ask about organ function
- Did student ask about other medical problems patient is having
- Did student ask about other medications patient is taking (patient should explore RX, OTC and herbal products)
- Did student ask about what Trimester?
- Did student ask if the drug was already administered? If yes how much? Since when?
- Did the student ask when was the drug started, how much was given?

**Other Questions student asked**

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**Were the group cooperative and supportive during the process**

**Total Points (1 Point for each Yes)**

**Comments:**

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Thank you!